

## NASA SHARED SERVICES CENTER

# **Agency Honor Awards (5.1.1) Service Delivery Guide (3.2.1.5)**

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Date

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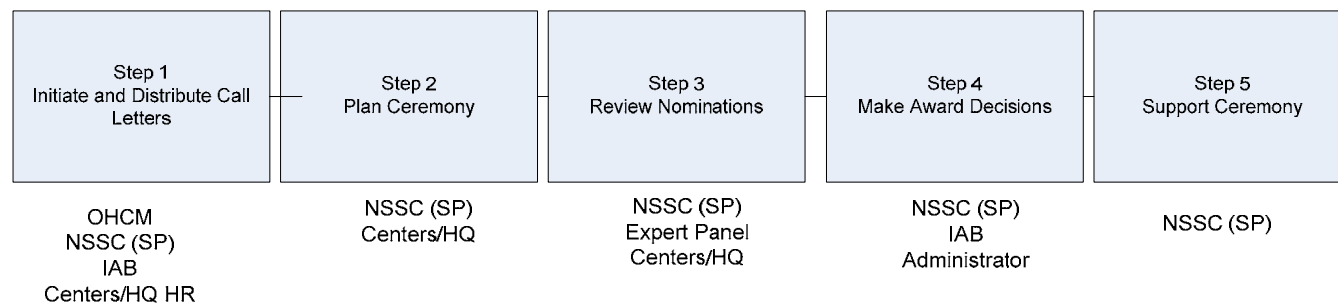
# Agency Honor Awards

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## Introduction

The NASA Shared Services Center (NSSC) is responsible for providing administrative support for NASA's honor awards. This includes supporting the nomination process, as well as scheduling, planning and supporting all aspects of Agency-wide, Center and Headquarters (HQ) award ceremonies, and records maintenance. NSSC (SP) will develop the award call letter and ensure timely submission of awards through the automated awards system. They will also establish the Agency Special Category Expert Panels. NSSC (SP) monitors and manages nomination decisions, and prepares award packages. During this process, NSSC (SP) works with Center/HQ Awards points of contact to plan award ceremonies and presentations, including producing and distributing award certificates, letters, programs and other items, scheduling, obtaining supplies, and coordinating travel. They also provide on-site support for the ceremony, and after ceremony activities such as updating databases and delivering group certificates and photos.

## Process – Overview of Agency Honor Awards



## Roles & Responsibilities

Roles and Responsibilities	Action	Tips
<p><b>Step 1</b></p> <p><b>OHCM</b> <b>NSSC (SP)</b> <b>IAB</b></p> <p>Initiate and distribute call letter for Agency Honor Award Nominations to Centers/HQ Human Resources</p>	<p><b>AGENCY HONOR AWARDS</b></p> <p>The Office of Human Capital Management (OHCM) retains responsibility for Awards policy and oversight, and will provide guidance on the awards program and expert panels to the NSSC. The OHCM will ensure that NSSC (SP) receives sufficient notice for issuance of the annual call to Centers for Agency Honor Awards nominations.</p> <p>Prior to the planned distribution date of the call letter, NSSC (SP) drafts the Agency Honor Award Nomination Call Letter and sends the proposed call letter through the NSSC (IG) to the Incentive Awards Board (IAB) Chair for review with a copy to the OHCM.</p> <p>Once OHCM edits the proposed call letter, OHCM incorporates the comments, finalizes the letter and sends it for Approval/Signature by the IAB Executive Secretary. The OHCM returns the approved/signed call letter to NSSC (SP), who distributes the call letter to the</p>	<p>OHCM will ensure that the timing of the annual call letter is communicated to NSSC (SP). NSSC (SP) will update the Agency-wide Awards Calendar as appropriate.</p> <p>NSSC (SP) contacts Centers to obtain workforce numbers for contractors.</p> <p>Chair of IAB is Deputy Administrator for NASA.</p>

Roles and Responsibilities	Action	Tips
	<p>Center/HQ Awards points of contact. The Centers/HQ Awards points of contact distribute the call letter to Center/HQ Departments.</p> <p>During this time, NSSC (IG) sends a separate request through the Chief of Staff for the Administrator's nominations and citations. The Chief of Staff provides the Administrator's nominations to the NSSC, along with points of contact for each nominee. The points of contact will work with NSSC (SP) on preparation of the citation language.</p> <p><b>Output:</b> Approved Call Letter</p>	
<p>Step 1</p> <p><b>Center/HQ Human Resources Office NSSC (SP)</b></p> <p>Distribute Call Letters for Center Honor Awards process to Center/HQ Departments</p>	<p><b>CENTER HONOR AWARDS</b></p> <p>Centers and HQ HR office notify NSSC (SP) of award call letter requirements. NSSC (SP) develops the Center call letters based on the desired distribution date the Center provides. NSSC (SP) develops the draft for Center/HQ Award point of contact review, with sufficient time to enable distribution by the Center on the date planned. Once the letter is finalized, NSSC (SP) provides the final letter electronically to the Center for distribution.</p> <p><b>Output:</b> Call Letters Distributed</p>	<p>Centers generally plan a Center Honor Awards Ceremony in conjunction with the Agency Honor Awards Ceremony. The Center Ceremony generally occurs shortly after the Agency event.</p>
<p>Step 2</p> <p><b>NSSC (SP) NSSC (IG) Centers/HQ</b></p> <p>Plan Ceremony</p>	<p>NSSC (SP) is responsible for planning both the Agency-wide ceremony at HQ and Center Honor Awards ceremonies.</p> <p>For the HQ ceremony, NSSC (IG) contacts the Administrator's office to</p>	<p>The administrator should be scheduled for the HQ ceremony a minimum of three (3) months prior to the projected date of the awards ceremony.</p>

Roles and Responsibilities	Action	Tips
	<p>get the ceremony on the calendar. Once the date is confirmed on the Administrator's calendar, NSSC (SP) arranges for the Color Guard to perform at the ceremony and reserves the auditorium.</p> <p>NSSC works with the Center/HQ Awards points of contact to schedule Center ceremonies and plans the receptions at HQ and the Centers. In order to ensure that all required activities are accomplished, NSSC (SP) will work with Center/HQ Awards points of contact to develop a checklist/action plan of required activities.</p> <p>Prior to approval of nominations, NSSC (SP) develops publicity for events, coordinates volunteers solicited by Center to assist with preparations, and contracts for flowers/decorations, catering, engraving, and printing for each event when required.</p> <p>NSSC will maintain a supply of all Center Honor Awards and most other Center Awards, i.e. standardized certificates, folders, frames and trinkets.</p> <p><b>Output:</b> Project Plan for Ceremonies</p>	<p>The date is scheduled as tentative.</p> <p>Arrangements for color guards or other ceremonial units should be made early in the process once ceremony dates have been confirmed.</p> <p>Centers generally have one or two major ceremonies each year.</p> <p>Purchase frames for certificates. (Wood picture frames are preferable.)</p> <p>Credit card purchase authority may be used for purchases under the credit card limit.</p> <p>NSSC pays for catering. Other services such as photographer, decorator, etc., will continue to be paid in the same manner as prior to NSSC's involvement.</p>
<p>Step 3</p> <p><b>NSSC (SP)</b> <b>NSSC (IG)</b> <b>Expert Panels</b></p> <p>Review Nominations</p>	<p>NSSC (SP), in coordination with NSSC (IG) obtains guidance from the OHCM on Expert Panels, as needed, and requests Agency level Expert Panel Members from the Equal Employment Office (EEO) for applicable categories and HQ. Once</p>	<p>Centers submit nominations in NAAS.</p> <p>Nomination submissions must include overage justifications for any</p>

Roles and Responsibilities	Action	Tips
	<p>the Expert panel is determined, NSSC (SP) establishes the Agency Special Category Expert Panels and communicates rating instructions to them.</p> <p>During this time, NSSC (IG) sends a separate request through the Chief of Staff for the Administrator's nominations and citations. The Chief of Staff provides the Administrator's nominations to the NSSC (IG), along with points of contact for each nominee. The NSSC (IG) forwards the nominations and points of contact to the NSSC (SP). The points of contact will work with NSSC (SP) on preparation of the citation language.</p> <p>Center nominations will flow to the NSSC (SP) through the NASA Automated Awards System (NAAS). NSSC (SP) will monitor the system near the nomination deadline to ensure that all Center submissions are received in a timely manner. NSSC (SP) will contact Centers that do not have timely submissions and resolve any issues.</p> <p>Once nominations are received, NSSC (SP) identifies the Special Category Award Nominations and submits them through NAAS to the appropriate panels for review. The Expert Panels review the nominations and the Panel Recorder documents the results of their review in NAAS. The Expert panels can recommend approval, disapprove, or change the category of the award.</p>	<p>nominations exceeding allocations.</p> <p>Request Administrator's nominations through the Chief of Staff and identify points of contact for each nominee.</p> <p>Work with Administrator's contact to prepare citation language.</p> <p>Expert Panels may recommend changing the category of the award.</p> <p>The NAAS will notify NSSC when nominations are submitted.</p>



Roles and Responsibilities	Action	Tips
	<p><b>Output:</b> Established Special Category Expert Panels, Rating Criteria, Decision on Nominations, Entry into NAAS</p>	
<p>Step 4</p> <p><b>IAB Administrator NSSC (SP)</b></p> <p>Make Award Decisions</p>	<p>NSSC (SP) incorporates the Administrator's Nominations with the nomination decisions from the Expert Panels into Recipient Lists. The NSSC (SP) then develops an awards package which is sent through the NSSC (IG) to OHCM for review. OHCM then forwards the packages to the IAB for action.</p> <p>The awards package includes a cover memo for signature by the Secretary of the IAB, a checklist for the Administrator's Package, statistical charts, the nomination list, and memorandum for signature by the Chair of the IAB. Memorandums are for approval of the nominations and for approval of any nominations exceeding allocations.</p> <p>The OHCM receives and reviews the Honor Award package and forwards it to the IAB. The IAB reviews the nominations, and makes changes as needed. The IAB Executive Secretary reviews and signs off on the award nomination recommendations, and forwards the recommendations to the Chairman of the IAB. The Chair reviews the recommendations and makes changes as desired. OHCM updates the electronic awards package based on changes made by the IAB and notifies NSSC (SP) of the final decision.</p> <p>NSSC (SP) must ensure that the</p>	<p>Award nomination packages are sent to OHCM electronically and in hard copy.</p> <p>NSSC (SP) needs to ensure that the Awards database is updated as nomination decisions are made.</p> <p>If issues cannot be settled prior to pre-scheduled IAB meeting, IAB will meet to resolve outstanding issues</p> <p>If all issues are resolved in advance of IAB meeting, the meeting will be canceled.</p> <p>Approval package includes a memo for Administrator to sign approving nominees and four "Administrator Packages" (Packages for Administrator's Approval/ Signature).</p> <p>The awards package requires multiple levels of concurrence including the</p>

Roles and Responsibilities	Action	Tips
	<p>database remains updated based on changes throughout the review process. Once OHCM returns the awards package to NSSC (SP), the NSSC (SP) will prepare and forward, through OHCM, a memo from the IAB Chair to the Administrator requesting approval of the nominees. The approval package includes a memo for the Administrator to sign approving nominees and four "Administrator Packages" (Packages for the Administrator's Approval/Signature).</p> <p>The approval package includes memos to the Chair of the IAB, Center Directors, HQ Officials in Charge, Agency-wide Award Recipients at HQ (including details of Ceremony) and copies of all nominations.</p> <p>Once the Administrator signs the memos, they are returned to the IAB Executive Secretary, who forwards the memos to NSSC (SP) and provides a copy to the IAB Chair. NSSC (SP) distributes the memo to the Center Directors and Associate Administrators, prepares and delivers memos for Center Director and Associate Administrator signature to notifying recipients, and Center/HQ Award points of contact.</p> <p><b>Output:</b> Approval Packages</p>	Administrator's correspondence unit.
<p>Step 5</p> <p><b>NSSC (SP)</b></p> <p>Support Ceremony</p>	<p>Once the names of recipients are known, NSSC (SP) prepares invitations, designs and arranges for production of programs, prepares citations, medallions and plaques. Additionally, the NSSC continually</p>	<p>Reminder: NSSC (SP) must ensure that NAAS is kept updated based on awards decisions during the review and approval</p>

Roles and Responsibilities	Action	Tips
	<p>provides support for all aspects of the awards ceremony. NSSC (SP) tracks acceptances once invitations have been issued.</p> <p>Working closely with the Center/HQ Awards points of contact, NSSC (SP) finalizes the plans for the Agency-wide, HQ, and Center ceremonies. NSSC (SP) provides advice and guidance for recipient travel and logistics. They also develop podium scripts and seating charts based on the order of presentation, ensure programs, certificates, medals and plaques are ready and on-site in time for the ceremony, finalize reception plans and works with Centers on final actions, such as flowers, photographers, and color guard.</p> <p>NSSC (SP) provides the staff on-site to coordinate the actual ceremony logistics and ensure the post ceremony tasks, such as updating databases, returning the reception facility to normal daily usage status, and delivering group certificates/photos.</p> <p><b>Output:</b> Updated NAAS, Finalized Plans, Completed Post-Ceremony Tasks</p>	<p>process.</p> <p>Supplies include medals with neck ribbons; framed, sealed, and signed certificates, etc.</p> <p>Individual certificates for group awardees are not delivered to the ceremony, but are sent to Awards Officers after the ceremony.</p> <p>NSSC (SP) must ensure that all supplies are delivered in time for the ceremonies, and annotate supply inventory to identify re-order needs.</p> <p>Be sure to have recipient contact information on the RSVP list.</p> <p>Ensure that recipients are seated in correct location to avoid delays in presentations.</p>

## Metrics

<i>Initiating Office/Entity</i>	<i>Deliverable (Output)</i>	<i>Receiving Office/Entity</i>	<i>Metric</i>
NSSC (SP)	Call Letters	Centers/HQ	By the planned distribution date.
NSSC (SP)	Begin ceremony planning/create ceremony action plan	Centers/HQ	NSSC (SP) will keep Center/HQ apprised of ceremony preparation progress.
NSSC (SP)	Update awards database	NAAS	As changes are made to the nomination list, throughout the review/approval process.
NSSC (SP)	Develop Awards Package	Administrator	Within two (2) days after receiving recommendations from the IAB chair.
NSSC (SP)	Deliver all Awards Medals, Plaques, and other mementos	Centers/HQ	Prior to the Awards Ceremony.
NSSC (SP)	Deliver individual certificates for team members	Centers/HQ	Within thirty (30) days after the Awards Ceremony.

## Privacy Data

All participants involved must ensure protection of all data covered by the Privacy Act.

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**System Components**

Existing Systems

None Identified

IT System Title	IT System Description	Access Requirements	IT System Interfaces
N/A			

New Systems

Generic System Title	Business Requirements for System	Access Requirements	IT System Interfaces
NAAS	Awards nomination and tracking system.	WebTADS Account is used to validate access to NAAS	NAAS interfaces with FPPS to process monetary awards and to update civilian personnel roster.

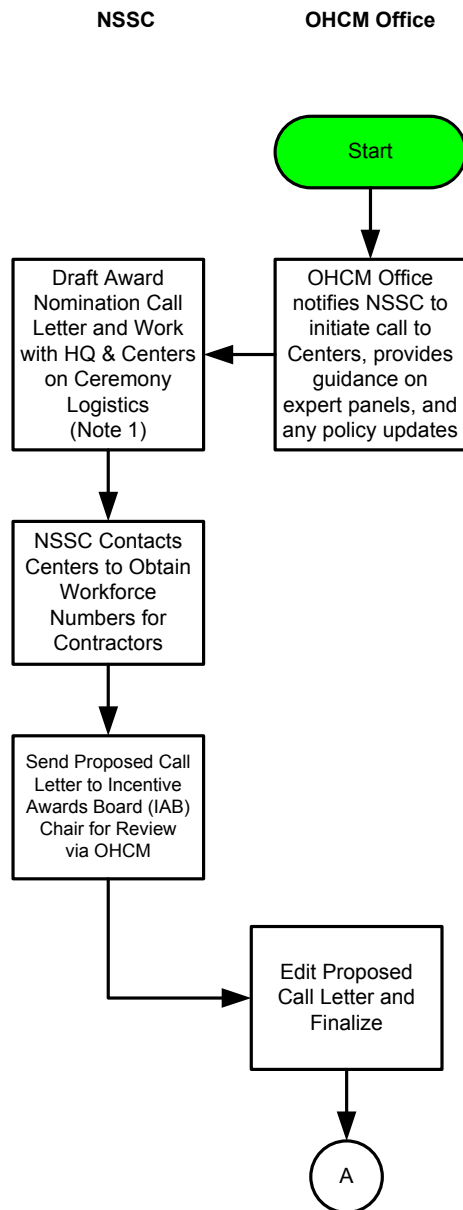
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## Contact Center Strategy

Each activity requires a clearly defined contact center strategy which answers the question, "Who will answer the call and handle the request" and defines the escalation parameters for the activity. Because of the varied nature of the NSSC's activities and volume of transactions, each activity has a unique Contact Center strategy. Refer to the NASA Shared Service Center Customer Contact Center Service Delivery Guide (3.5.1) for the Contact Center strategy concerning this activity.

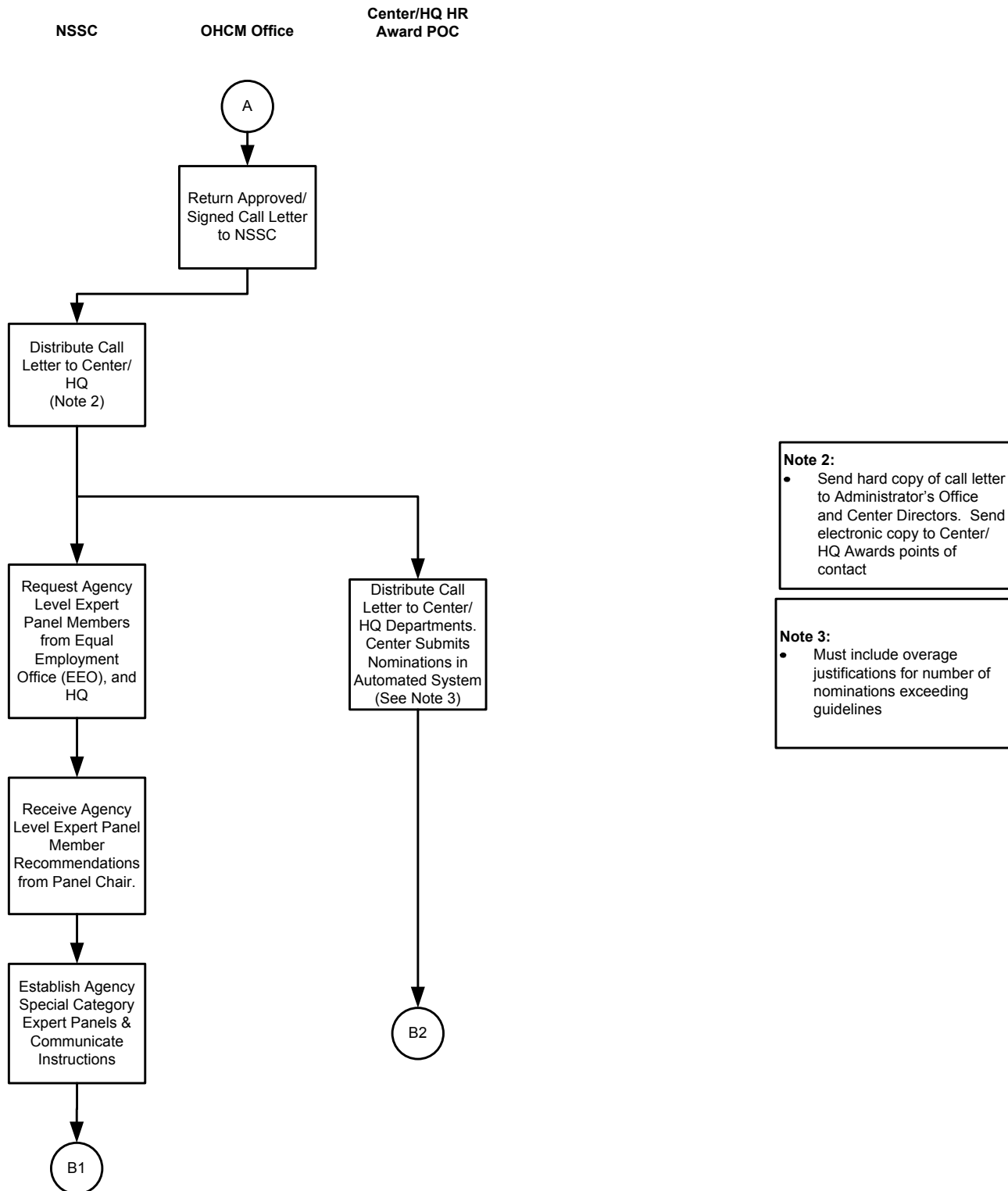
**Appendix – Process Flow Diagram**

## Agency Honor Awards

**Note 1:**

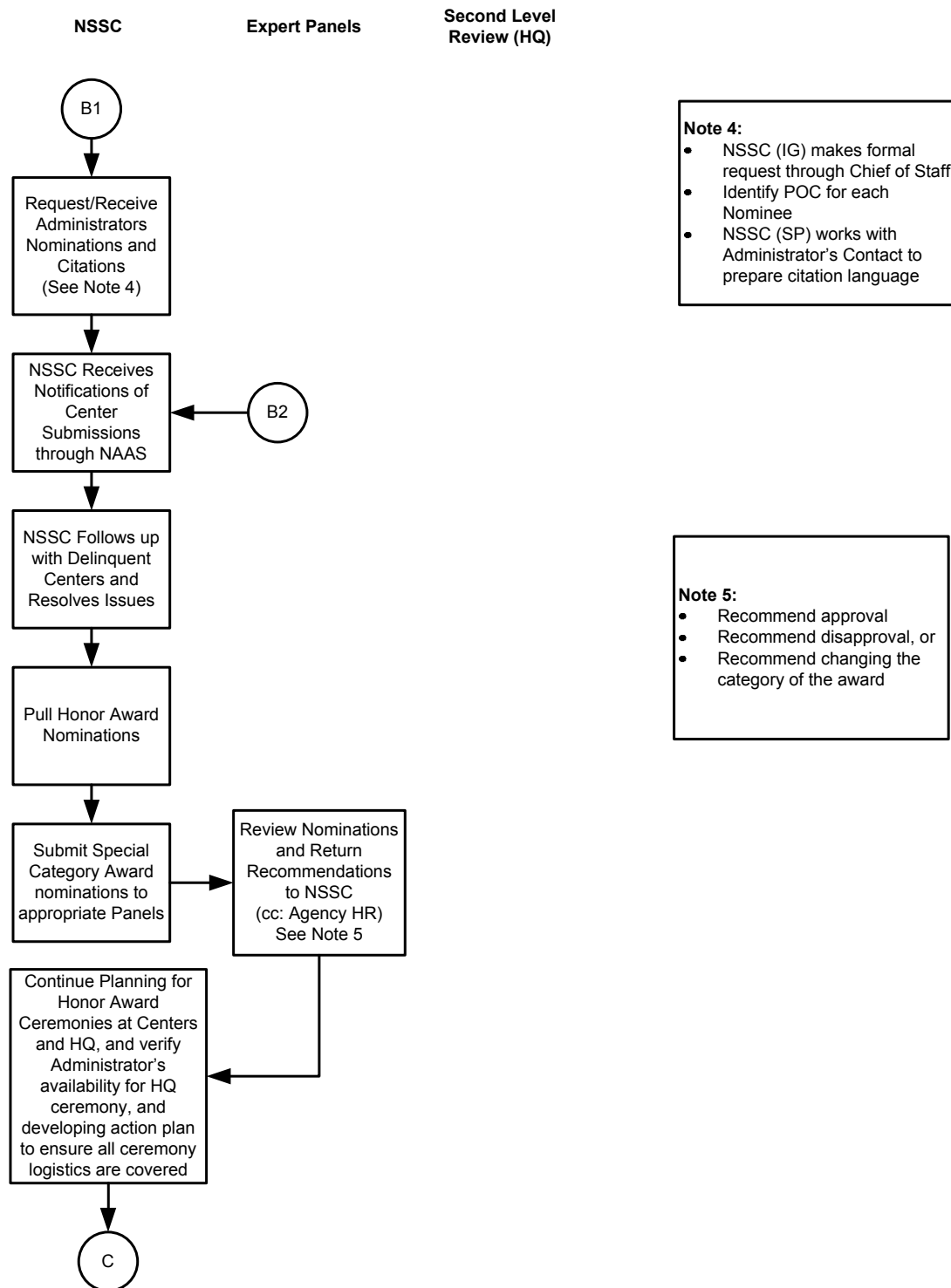
- Center Award ceremonies are also covered under the Generic Center-Specific Service Delivery Guide
- Ceremonies include receptions, printed programs, etc. – see Service Delivery Guide

## Agency Honor Awards (Continued)

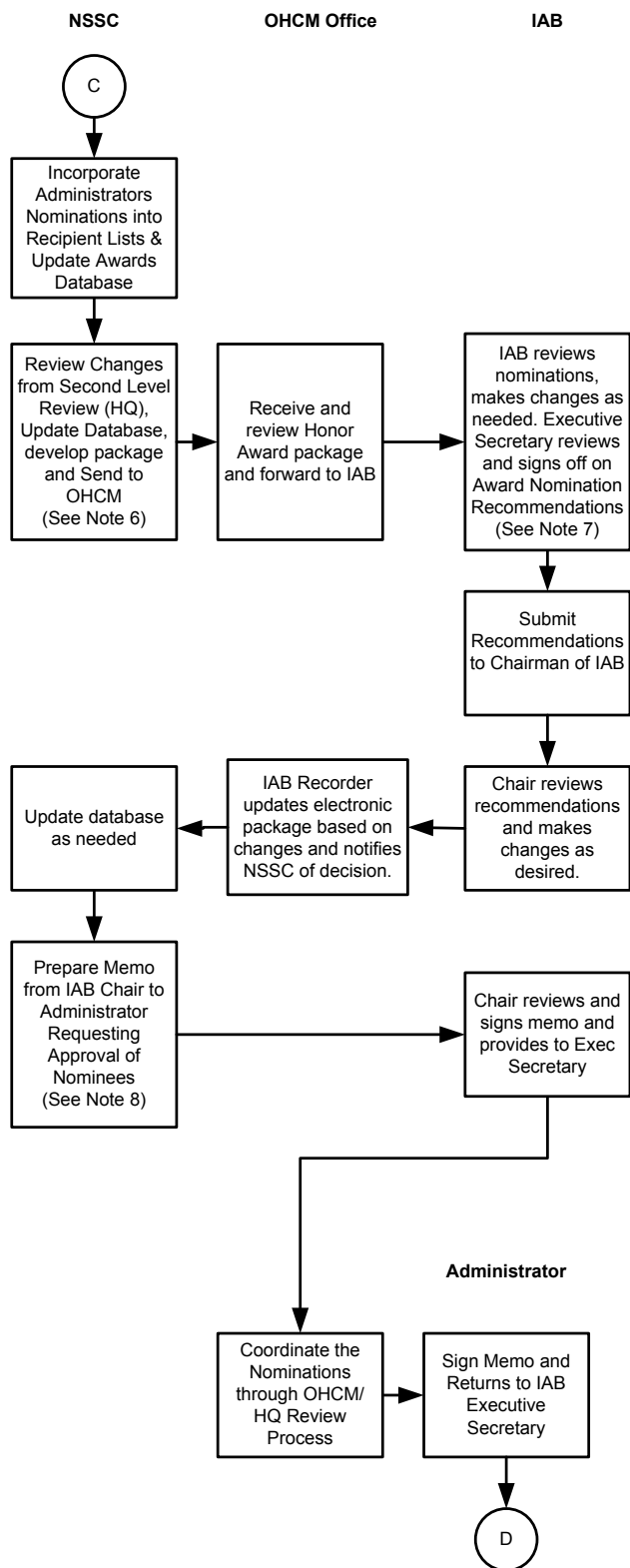




## Agency Honor Awards (Continued)



## Agency Honor Awards (Continued)

**Note 6:**

- Send electronically and in hard copy
- Cover Memo for Executive Signature by Secretary of IAB
- Checklist for Administrators Package & statistical charts
- Enclose nominations and Memos for sign off by Chair of IAB for approval of nominations
- Must include overage justifications for number of nominations exceeding guidelines

**Note 7:**

- If issues cannot be settled prior to pre-scheduled IAB meeting, IAB will meet to resolve outstanding issues
- If all issues are resolved in advance of IAB meeting, meeting will be canceled

**Note 8:**

- Includes Memo for Administrator to Sign, which Approves Nominees
  - Requires Preparation of four "Administrators Packages" (Packages for Administrator's Approval Signature)
  - Administrators Package Requires Multiple Levels of Concurrence including the Administrators Correspondence Unit
- Packages include:
- Memo to Chair of IAB with Approved Recipients
  - Memo to Center Directors with Approved Recipients
  - Memo to Officials in Charge of HQ with approved Recipients
  - Memo to Agency wide Award Recipients at HQ includes DSM, DPSM, and One NASA Peer Award Recipient (Includes Details of Ceremony)
  - Copies of all nominations

## Agency Honor Awards (Continued)

